

## A Helping Hand in Long Term Care



Is "home" for you or a loved one a nursing home or long term care facility? If so, Delaware's Long Term Care Ombudsman Program (LTCOP) can help assure the best possible quality of care.

An Ombudsman is a person who serves as an advocate for residents of Delaware long term care facilities and who investigates complaints made about nursing home care. These individuals work to solve problems between residents and the facilities where they receive care, and provide friendly support and companionship that helps brighten the lives of long term care residents.

Delaware's LTCOP volunteers assure that our older citizens always have a hand to hold, a shoulder to lean on and a voice that can be heard.

## How can I help?

If you are interested in opportunities with the Volunteer Ombudsman Program, call 800.223.9074.

For more information about Delaware's Long Term Care Ombudsman Program, please visit our web site:  
[www.dsaapd.com](http://www.dsaapd.com).



Delaware Health and Social Services  
Division of Services for Aging and Adults with Physical Disabilities



## Long Term Care Ombudsman Program



Caring Advocates  
for Nursing Home  
Residents and  
Their Families



## Caring Advocates

### Support for Quality of Life

If you have a concern, a complaint or simply a question about the care you or your loved one is receiving, you can turn to a Delaware Long Term Care Ombudsman. Our volunteers are impartial fact finders, who are trained in investigating and resolving a wide variety of issues related to care and facility conditions.

#### Ombudsmen can:

- Investigate and resolve grievances and complaints made by or on behalf of long term care residents
- Identify gaps in services provided, report findings confidentially, and achieve solutions
- Assist nursing home personnel in meeting specific resident needs and concerns
- Serve as a witness for the Advance Directive declaration. (Formerly known as a Living Will, an Advance Health Care Directive enables an individual to give instructions about his or her own health care, and to designate an individual to make health care decisions on his or her behalf.)
- Advocate for better quality of life for long term care residents through improved legislation and policies.

## Volunteer Ombudsman

### A Warm Heart, a Watchful Eye

Too often, loneliness and isolation are a daily reality for nursing home residents. Through Volunteer Ombudsmen, a special initiative of the Long Term Care Ombudsman Program, Delaware nursing home residents can look forward to regular visits from a caring friend.



Volunteers also assist the Long Term Care Ombudsman Program by investigating complaints and resolving conflicts through mediation. Volunteers advocate for resident rights and assist staff in all phases of complaint resolution. In addition, volunteers witness Advance Health Care Directives.

Through their compassion, concern, training and professionalism, Volunteer Ombudsmen help assure dignity, respect and quality of life for Delaware's nursing home residents.

## Questions?

### We're Here to Help

Delaware has many resources available to help you with issues and decisions related to long term care. Count on the following organizations for guidance, information and support.

#### Useful Phone Numbers

##### For Long Term Care Support

Delaware Health and Social Services  
Division of Services for Aging and  
Adults with Physical Disabilities  
Long Term Care Ombudsman Program  
800.223.9074

##### For State Inspection records on nursing homes

Delaware Health and Social Services  
Division of Long Term Care Residents  
Protection

New Castle County: 302.577.6661  
Kent/Sussex Counties: 302.424.6377

##### For Long Term Care Complaints (24-Hour, Toll Free) 877.453.0012

#### Useful Web Sites

For data on the quality of nursing homes  
[www.medicare.gov](http://www.medicare.gov)

For general and state-specific  
information about nursing homes,  
interest groups, events and news  
[www.elderweb.com](http://www.elderweb.com)

For consumer-focused information  
relating to nursing homes  
[www.nccnhr.org](http://www.nccnhr.org)